North Carolina Department of Transportation

ITP.00242
PDEA TRACKING UPGRADE

Training Materials & User Documentation

For the new PDEA ETRACS application

Version 1.0

December, 2015

Project Information

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Document Version Control

Ver	Date	Description
1.0	9/11/2015	Original version of the document
1.1	12/7/2015	Completed documentation of V1 functionality

Outstanding Items

This is an initial – and partial – first draft. The document will be completed iteratively, as is the ETRACS application, over the course of the project.

Outstanding Items

Table of Contents

1   Introduction

The goal of the ETRACS application is to provide a single application for both internal and external users to request work from the HES and NES groups, as well as provide work-request-tracking capability to the PDEA GIS analyst. This will facilitate communications, save time, and save cost for PDEA.

ETRACS will track work to completion. Communications and information-sharing between the groups will be facilitated by auto-generated notifications, regular status reminders, and reports.

User roles will be augmented to provide robust user access and streamline the workflow. This includes the addition of an executive management role to view status information.

New interfaces between the ETRACS application and STaRS will provide automatic data population for standard EIR requests and allow milestone completion updates from the application back to STaRS. Data-sharing among ETRACS, STaRS, BSIP and other relevant systems provides access to the most relevant and up-to-date information.

The use of a mobile platform will provide access to data and allow real-time data entry and reporting during field studies and meetings for engineers/consultants in the field.

2   Before You Begin

The material in this section is intended to provide a brief overview of the basic ETRACS functionality, as well as provide some useful tips to help you navigate through the application. The functions that you will use in ETRACS will be covered in later sections. For now, just get accustomed to the "look and feel" of the application so that you will be comfortable using it.

2.1   Understand User Roles

All user roles will be defined in the existing DOT WebRoles application, and system access will be provided based on the user role. Users can have multiple roles. Following is a brief introduction to user roles. More detail is available in the technical documentation.

Role	Functions
Internal Requestor (Project Planning Engineer)	Creates requests Manages work requested: - Responds to due date updates - Updates requests For work done on their behalf by external consultants: - Reviews requests - Submits request - Adds documents and files Generates status reports for their requests, including on-behalf
External Requestor	Creates requests on behalf of an Internal Requestor Manages work requested: - Responds to due date updates - Updates requests Sends documents and files to Internal Requestor Generates status reports for their requests

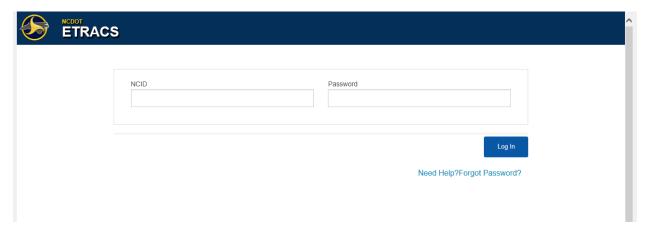| Internal Specialist	Receives assigned requests
	Manages work requested:
	    - Updates requests
	    - Completes work assigned
	    - Responds to due date updates
	For work done on their behalf by external consultants:
	    - Reviews requests
	    - Submits request
	    - Adds documents and files
	Generates status and PDA reports for their requests, including on-behalf

External Specialist	Receives assigned requests
	Manages work requested:
	    - Updates requests
	    - Completes work assigned
	    - Responds to due date updates
	Sends documents and files to Internal Specialist
	Generates status reports for their requests

Supervisors	Manages requests for their groups:
	    - Reviews requests
	    - Assigns requests
	    - Updates requests
	    - Returns requests / proposes alternate due dates
	    - Create requests for external requestors
	Generates status and PDA reports for their groups
	Transfers single requests

Group Lead / Team Lead	Assigns Unassigned Requests to Supervisors Returns requests to Requestor Generates status and PDA reports for requests in the section
Section Head	Generates status and PDA reports for requests in the section Receives reports: daily open tasks, work unopened for 10 days, and upcoming due dates
Administrator	Transfers single requests Manages user roles, modifies information for work request types, and other administrative tasks as needed

2.2   Logon to ETRACS

To logon to ETRACS:

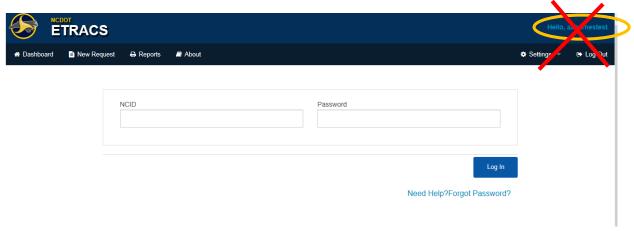1. Open a browser and navigate to the PDEA ETRACS training site:

<mark>T BD – will furnish URL, along with all login information, when UAT starts.</mark>

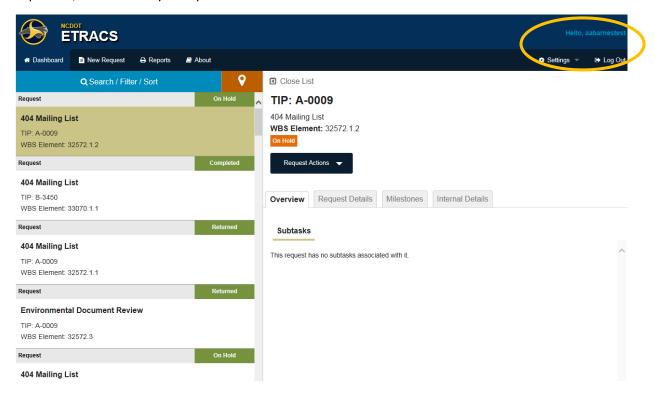The 'NC DOT ETRACS' logon page opens.

NOTE: If you ever see a logon screen with your name already shown as logged in, please log out & then log back in again. This is an indication of a system error.

2. Log on with your valid NCID credentials: provide your NCID and Password and click the Log In button.

When you have logged in successfully: ETRACS will acknowledge you by username & you will see your Dashboard. This view will show you all the work you've been assigned, as well as work that you have requested, or work that you supervise.

2.3   View Dashboard: Search / Filter / Sort

The Dashboard is your primary landing spot in ETRACS. Familiarizing yourself with the dashboard will help you get up-to-speed quickly.

Depending upon your job function and the level of your activity, you could easily have 50-60 things in your dashboard. Therefore, you need a way to search and filter the list. You can also see that the list, by default, contains only Requests and does not show either Projects or Sub-Tasks.
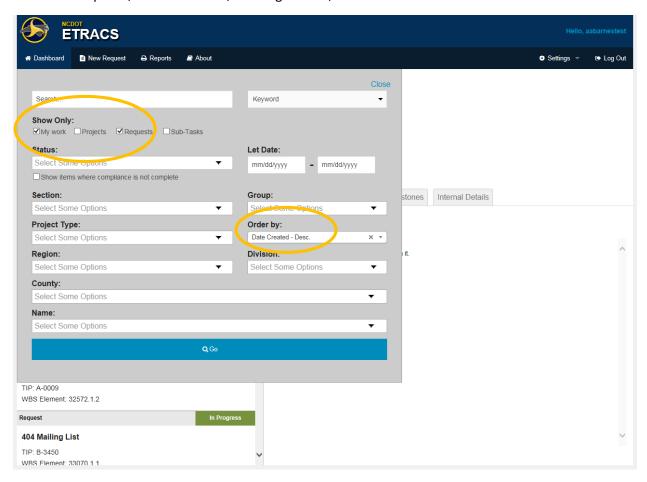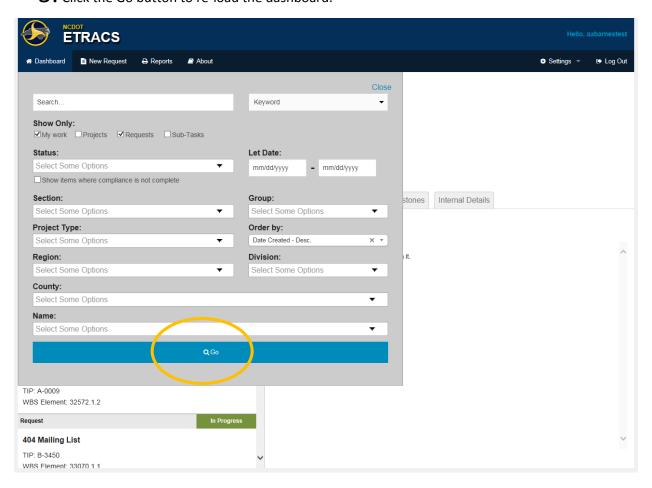
1. Click the Search / Filter / Sort button.

The menu appears.

2. Select the parameters you need in order to conform the dashboard to the view you want. For example, if you are actively working on requests, start with showing My work, Requests, Order by: Date Created - Desc (descending). You can also filter by Status to focus on particular groups of requests, such as In Draft, Pending Review, etc.
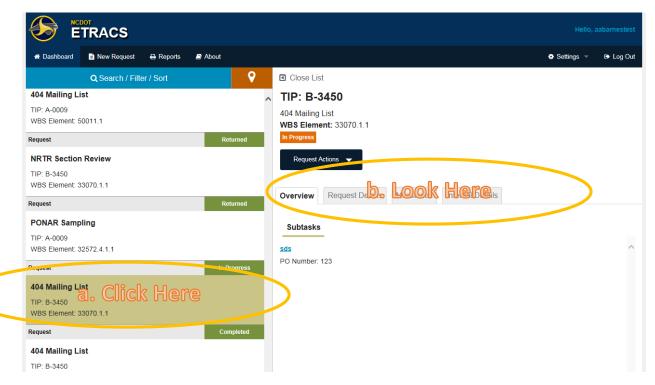
3. Click the Go button to re-load the dashboard.

4. When you've filtered the list down to find the items you need, click on an item on the left-hand side to load it in the detail view on the right-hand side of your screen.

2.4   Basic Navigation Tips

This section of this document will provide some basic navigation tips intended to quickly acquaint you with the ETRACS "rules of the road."

2.4.1 Screen Layout, Tabs & Action Menus

As shown in Section 2.3 View Dashboard, ETRACS generally flows from left-to-right.

There are a lot of different pieces of information to view and/or update for projects and requests, so you will notice a pattern of **tabs** in the edit windows. You can navigate through each tab to update the information in that tab. We suggest that you get into the habit of navigating through the tabs left-to-right to ensure that you are seeing and/or updating all of the information.

2.4.1.1 Project Tabs

With a project highlighted on the left-hand side, you will see tabs containing basic project information on the right-hand side.

NOTE: to see the project tabs, you must have "projects" in your dashboard view. See Section 2.3 "View Dashboard: Search / Filter / Sort."

NOTE: Additional project information will be coming into ETRACS when ECAP is implemented. This information, which will be received by the various NES groups who are working requests, is still being defined by both the NES groups and by ECAP.

UNDER CONSTRUCTION
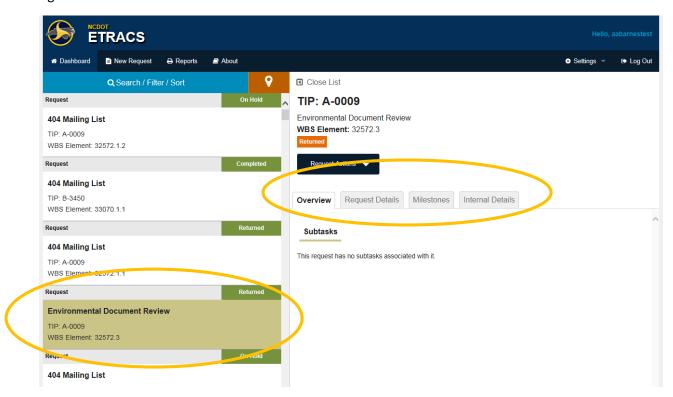
2.4.1.2 Project Actions

With a project highlighted on the left-hand side, click on the Project Actions dropdown menu to access the various basic actions that you can take at the project level. The actions available to you are dependent upon your role. These functions will be explained below. For now, just acquaint yourself with highlighting the project and familiarizing yourself with the Project Actions menu.

NOTE: Additional project information will be coming into ETRACS when ECAP is implemented. This information, which will be received by the various NES groups who are working requests, is still being defined by both the NES groups and by ECAP.

UNDER CONSTRUCTION

2.4.1.3 Request Tabs

With a request highlighted on the left-hand side, you will see tabs containing request information on the right-hand side.
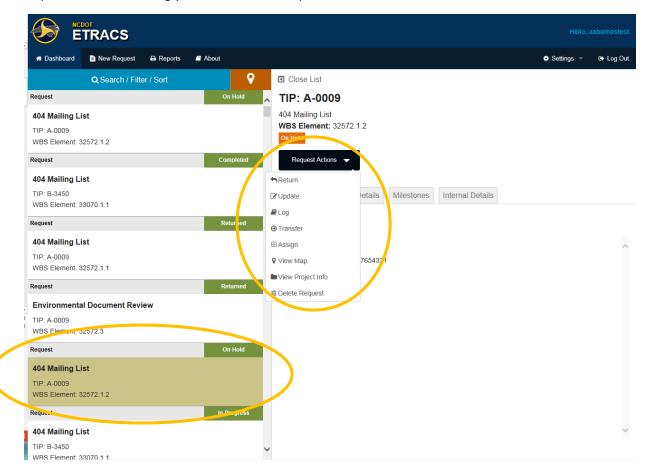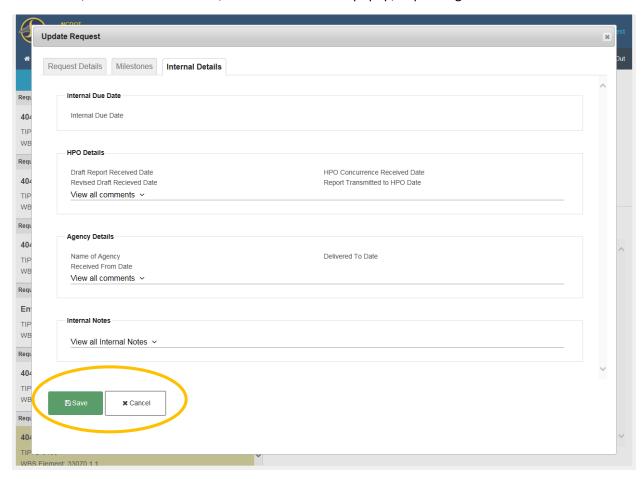

2.4.1.4 Request Actions

With a request highlighted on the left-hand side, click on the Request Actions dropdown menu to access the various actions that you can take for a request. The actions available to you are dependent upon

your role. These functions will be explained below; for now, just acquaint yourself with highlighting the request and familiarizing yourself with the Request Actions menu.

2.4.2 Buttons

There will be Save and Cancel buttons on almost screens.

- SAVE (SAVE ALL) will save your information and will not generate notifications
- CANCEL (also X, depending upon context) will allow you to remove entered information in a text box, back out of a function, or close a window or popup, depending on context.

Many screens also have a Submit button, depending upon the function you are performing. SUBMIT (SUBMIT ALL) will tell ETRACS to validate all of the required information and will either:

a) Give you an error message and take you to the place where you need to correct your data
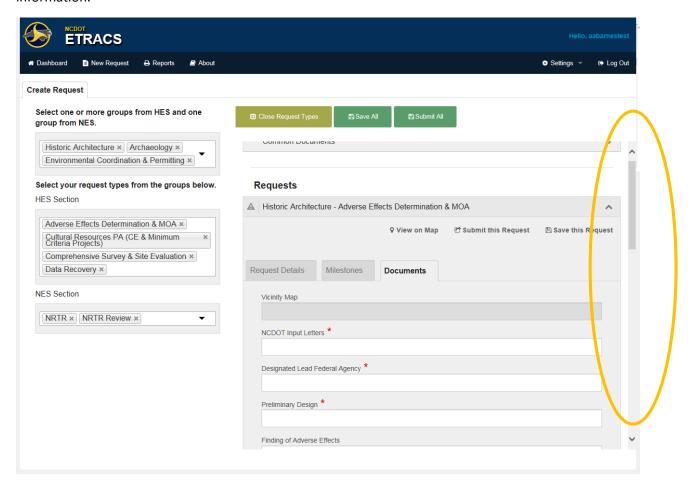b) Give you a success message/icon and take you to the next step in the process.

Many screens also have an Add and/or Remove function, depending upon what you are performing. The buttons allow you to add or remove an item on a screen/list.

2.5 Scroll Bars

Many screens are quite large, requiring you to use the scroll bar to ensure that you see / enter all the information.

2.6   Cautions about Browsers

As you use ETRACS to create and update requests, **please be cautious** about using the browser BACK button. In some cases, this will corrupt the request or project that you are working on. Instead, get into the habit of using the buttons, Action menus, and other functions on the screen itself to navigate.

2.7   User Preferences

UNDER CONSTRUCTION

3   Request Functions – For the Requestor

The first step in using ETRACS is to create a request. This is where the process starts!

3.1   Create Request – Step 1 Search and Retrieve Project Information

If you are an internal or external requestor, or a supervisor, you can create requests.

1. Click 'New Request' from the application top navigation bar.

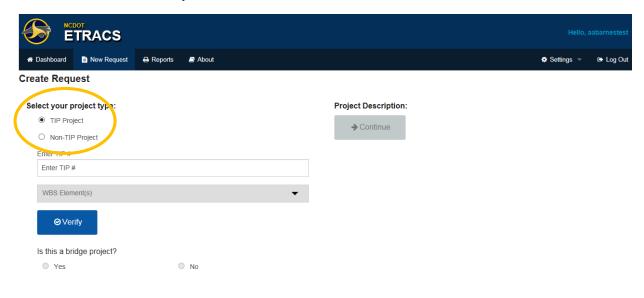The Create Request screen appears:

Now you start by identifying the project that you're going to create requests for.

NOTE: Additional project information will be coming into ETRACS when ECAP is implemented. This information, which will be received by the various NES groups who are working requests, is still being defined by both the NES groups and by ECAP.
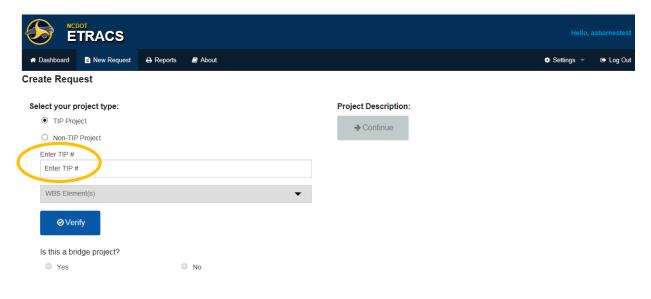
UNDER CONSTRUCTION

2. Select either the:
   a. TIP Project radio button, or
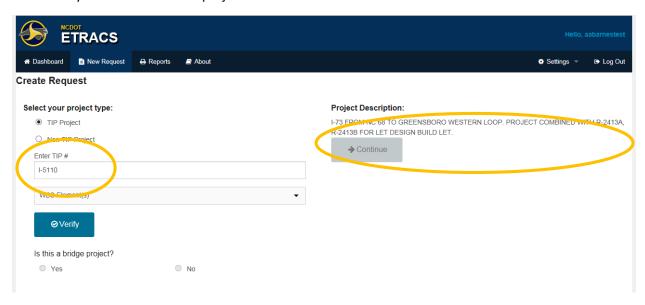   b. Non-TIP Project radio button.

3. Enter either the:
   a. TIP#, or
   b. Non-TIP WBS number from SAP.

NOTE: You should always know whether your project is TIP or non-TIP. You should also always be working with a TIP#/WBS# that you know exists as an active project in SAP\STaRS in the database that ETRACS is connected to.
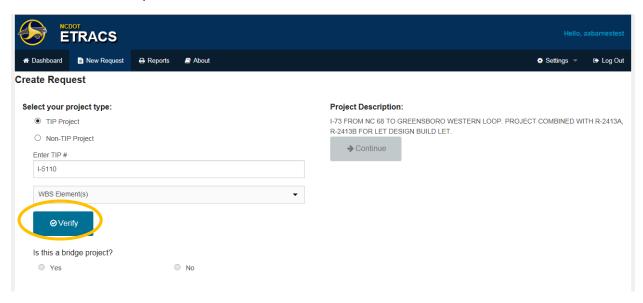
ETRACS will take a few seconds to load data from STaRS and will display the Project Description. Check to be sure you have the correct project loaded.
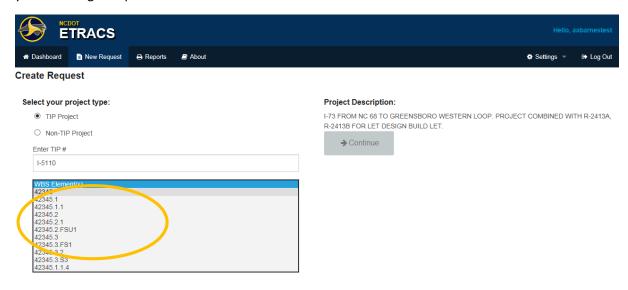

4. Click the Verify button.

5. If you have selected:

   a. TIP Project, you must now select the WBS number at the level where you want to create the request. Proceed to the next step.

   b. The WBS# for a non-TIP project, it will be already be displayed.

NOTE: project data is normally stored in SAP at the 3rd level. However, ETRACS will display all of the WBS levels that are in SAP and will allow you to create a request at any level of the WBS.
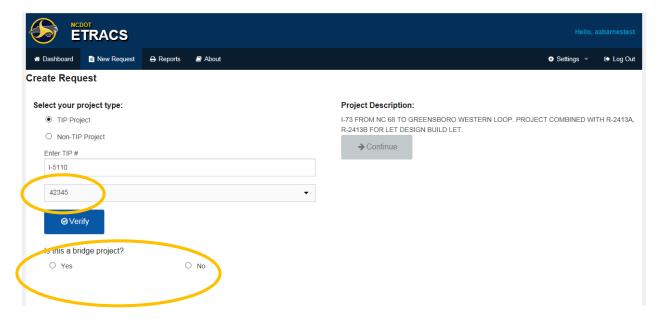
NOTE: SAP filters out all project/WBS numbers that have been completed and closed. Therefore, you will not see them in your search. Contact your supervisor if you believe that this will be a problem for your creating a request.
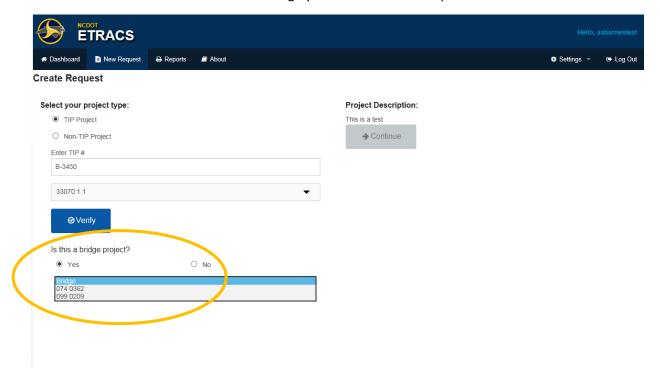

6. Select the WBS number at the level where you want to create the request.

The system will now display the selected WBS level and the question "Is this a bridge project?" will be enabled.
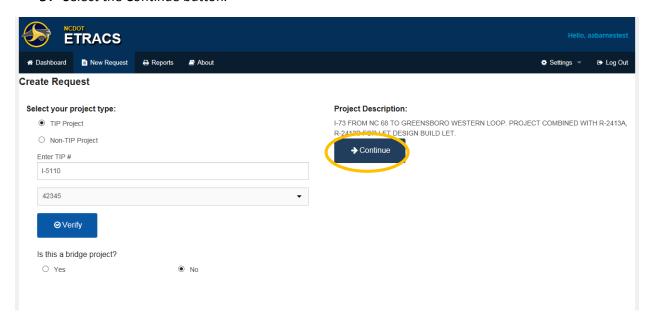
7. Select either the Yes or No radio button. After selecting the appropriate radio button:
    a. If this is a bridge project, proceed to Step 8 "Click on BRIDGE and select the bridge you want from the dropdown list."
    b. If this is not a bridge project, skip to Step 9 "Select the Continue button."
8. Click on BRIDGE and select the bridge you want from the dropdown list.

9. Select the Continue button.

The system will now display all of the Project Information from STaRs on the four tabs, as explained in the section, Project Information Tabs, below.

3.1.1 Project Information Tabs

Walkthrough the four project information tabs. The data pulled from STaRS/SAP will display on the tabs, and ETRACS allows you to update any information before creating your request. There is lots of information, so you will need to check all four tabs.

NOTE: all fields marked with a red asterisk (*) are required. You will be prompted for the areas where there is missing information that will prevent your creating your request.

> NOTE: Additional project information will be coming into ETRACS when ECAP is implemented. This information, which will be received by the various NES groups who are working requests, is still being defined by both the NES groups and by ECAP.
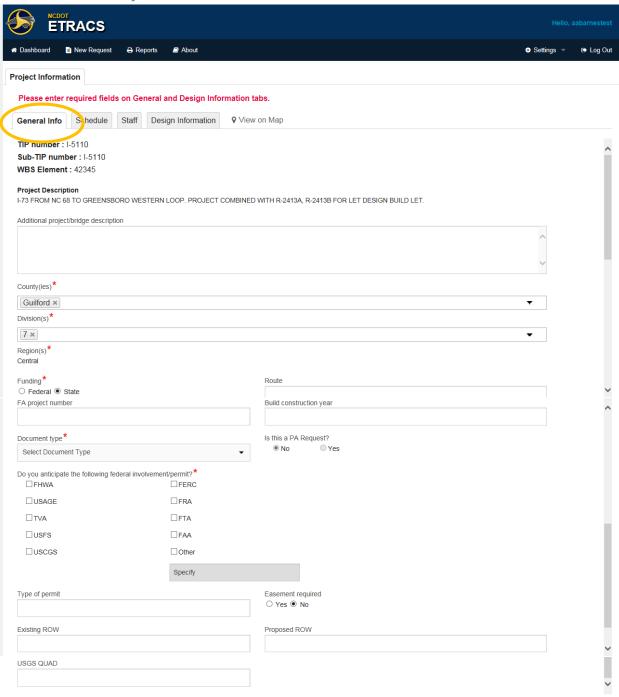>
> UNDER CONSTRUCTION

The following five tabs/functions are described below:

3.1.1.1 GENERAL INFO TAB

3.1.1.2 SCHEDULE TAB

3.1.1.3 STAFF TAB

3.1.1.4 DESIGN INFORMATION TAB

3.1.2 VIEW ON MAP

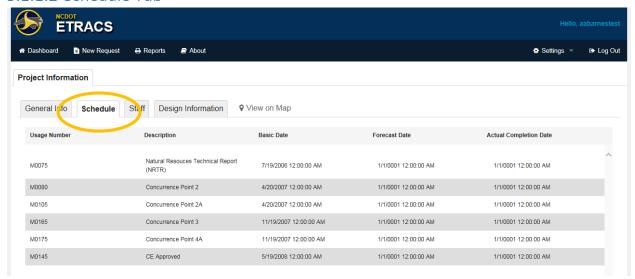### 3.1.1.1 General Info Tab

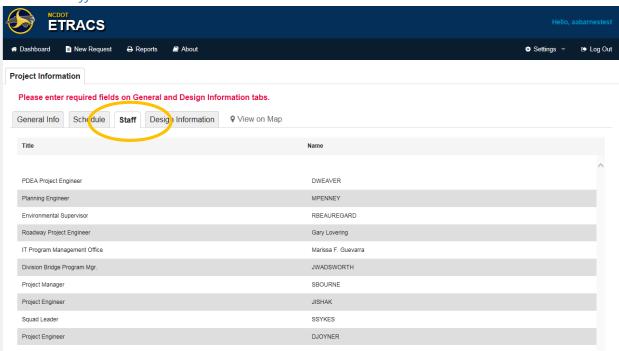10. Provide updates as needed. Information can be added to any editable field.

3.1.1.2 Schedule Tab

11. Check the information that has come from STaRS/SAP. You may not update. Check the milestone list to ensure you are at the proper WBS level.
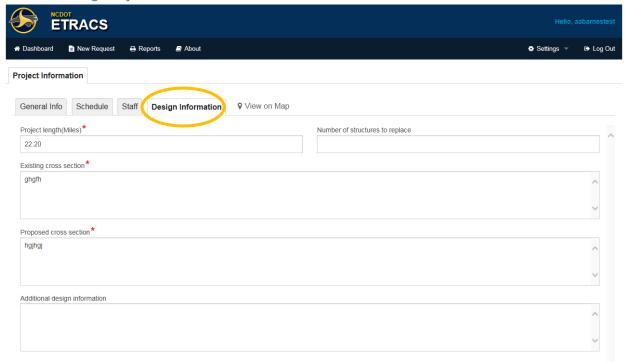
3.1.1.3 Staff Tab

12. Check the information that has come from STaRS/SAP. You may not update.

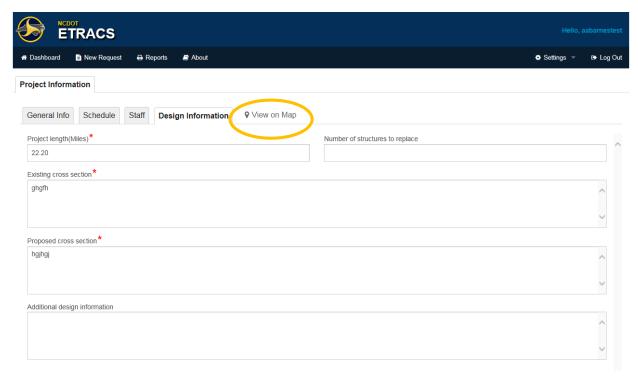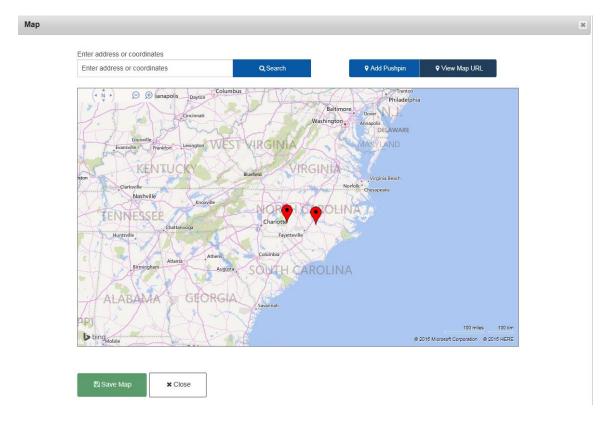## *3.1.1.4 Design Information Tab*

13. Provide updates as needed. Information can be added to any editable field.

3.1.2 View on Map

After you are satisfied with the information on the tabs, click on the View on Map function.

14. Provide updates as needed.
15. Add **all the pins you want**, then click the Save Map button.

NOTE: Project pins are red. Request pins are yellow.

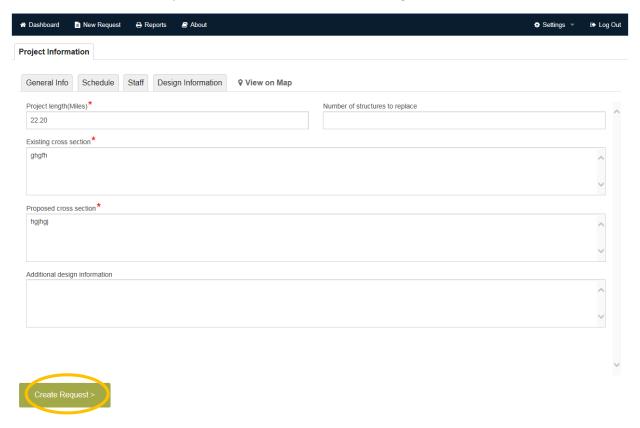### 3.1.2.1 Basic Project Information Complete

NOTE: Additional project information will be coming into ETRACS when ECAP is implemented. This information, which will be received by the various NES groups who are working requests, is still being defined by both the NES groups and by ECAP.

UNDER CONSTRUCTION

When all required information has been entered – that is, all fields marked with a red asterisk * – and you are satisfied with all of the project information on all four tabs and the map:
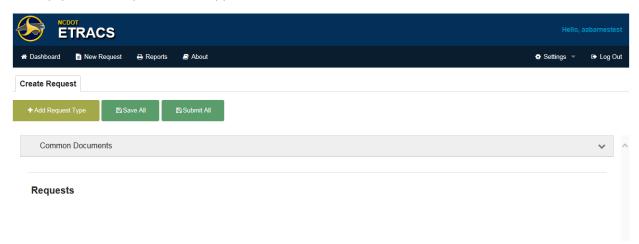
16. Click the Create Request button at the bottom of the Design Information tab.

NOTE: The system has now saved your project information.
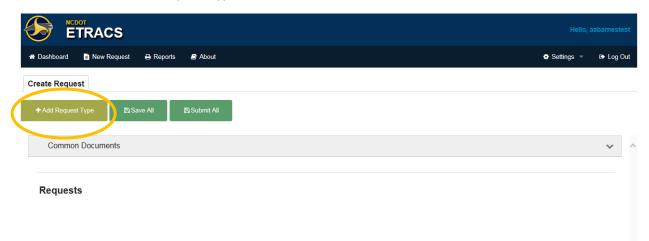
An empty Create Request screen appears.

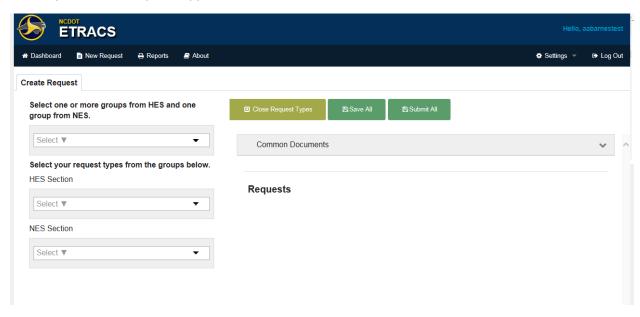## 3.2   Create Request – Step 2 Create Your List of Requests

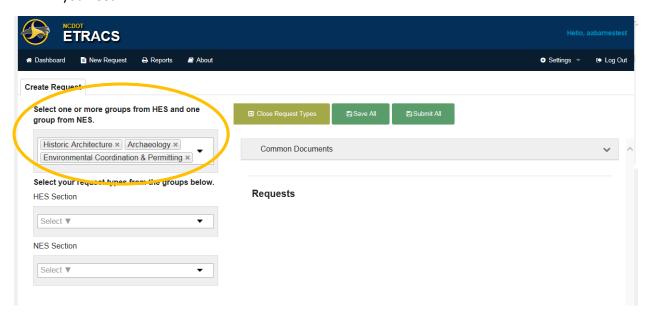Starting on the empty Create Request screen:

1. Click the + Add Request Type button.
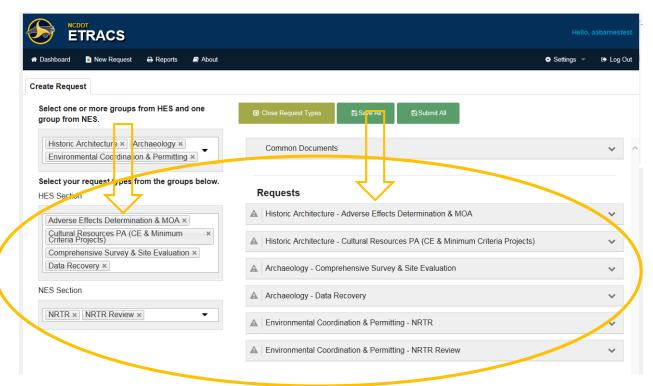

The Request Selection panel appears on the left-hand side.

2. In the first dropdowns on the left-hand selection panel, select as many HES and NES groups as you need.

3. On the second and third dropdowns on the left-hand selection panel, select the appropriate request type(s) from the groups that are enabled in each section (HES and NES).

The request type(s) you selected will appear in the left-hand selection panel and also in a list in the right-hand panel.
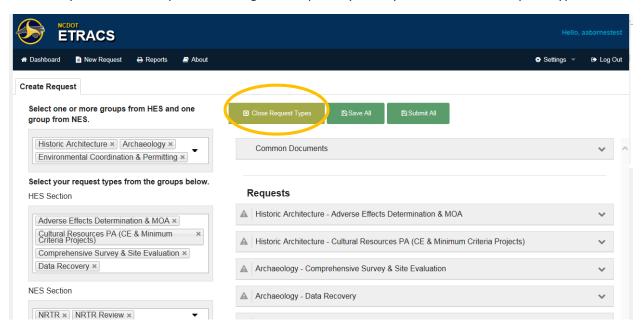
NOTE: if you change your mind about the group and/or section you have on the left-hand list, you can click the clear symbol (x) at any time before you submit the request.

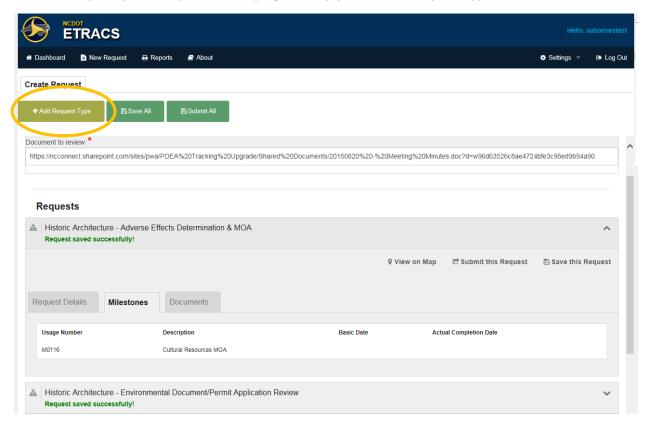**NOTE:** You may click "Save All" at any point so that you can leave & return later to finish your requests.

Screen Tip

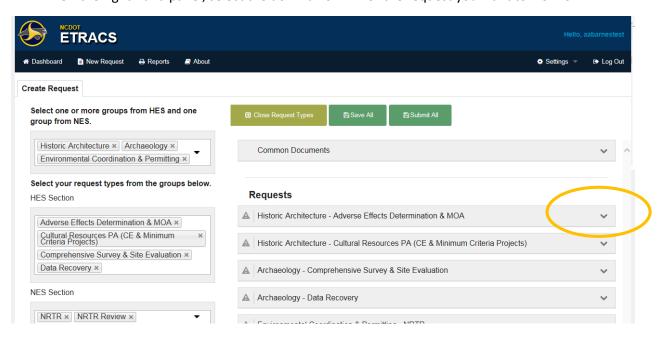A. If you want more space on the right-hand panel, you may select the Close Request Types button.

B. To open up the left panel back up again, simply select Add Request Type.

3.3 Create Request – Step 3 Create Request Details

17. On the right-hand panel, select the down arrow ▼ for the request you want to work on.
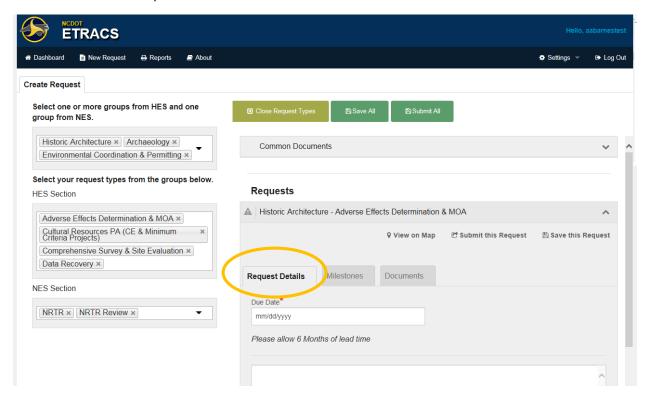
For each request, the Request Details open with 3 tabs for you to enter information as explained in the following sections:

3.3.1 REQUEST DETAILS TAB
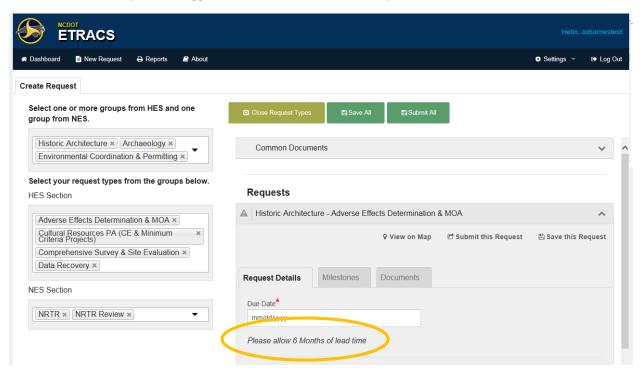
3.3.2 MILESTONES TAB

3.3.3 DOCUMENTS TAB

3.3.1 Request Details Tab
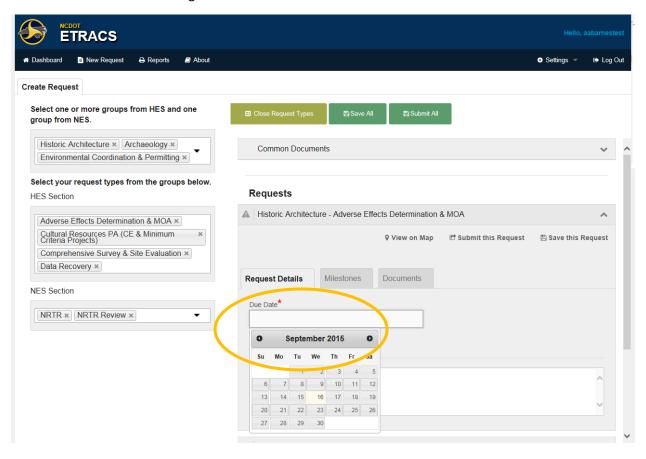
18. Click on the Request Details Tab.

19. Note the requested suggestion for lead time for this request

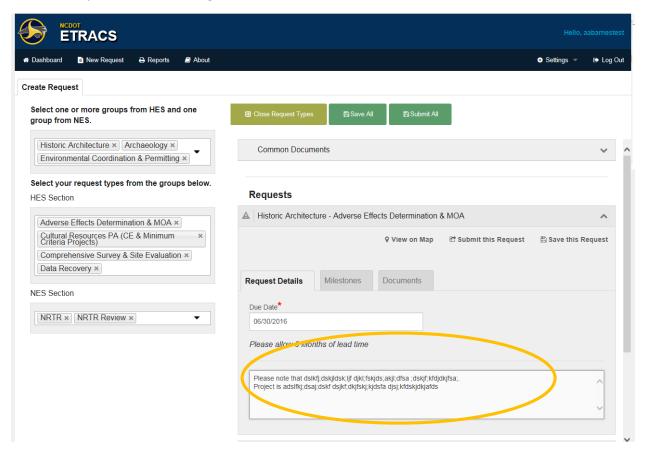20. Enter a Due Date using the calendar.

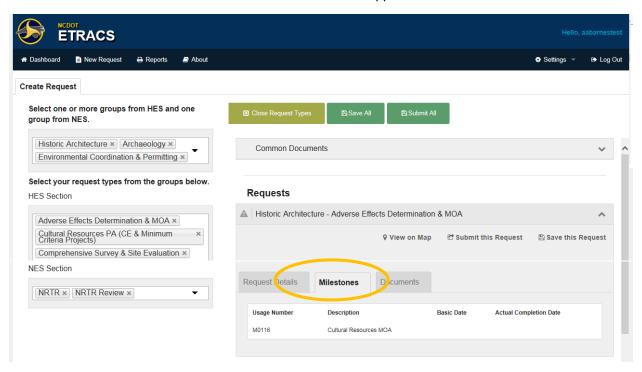**21.** Add your notes in the large text box.

3.3.2 Milestones Tab

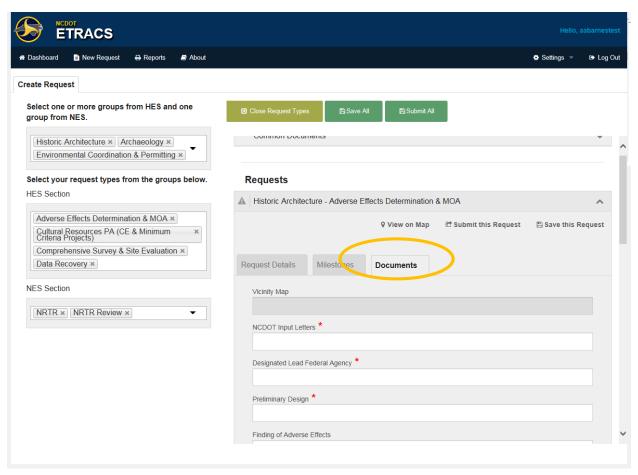22. Click on the Milestones Tab. The Milestones screen appears.

23. Check the information that has come from STaRS/SAP. You may not update. Check the milestone list to ensure you are at the proper WBS level.

3.3.3 Documents Tab

24. Click on the Documents Tab. The Documents screen appears.

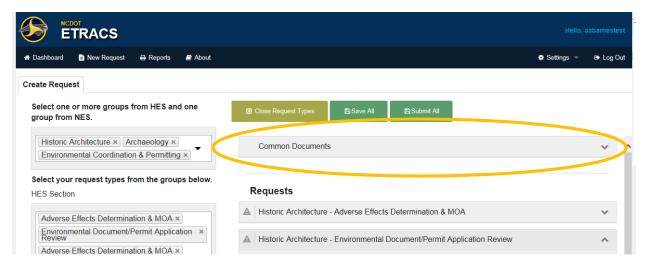This screen will have no pre-populated information and may be quite large.

NOTE: some documents are required and are marked with a red asterisk (*).

NOTE: each request type has its own unique set of required and optional documents.
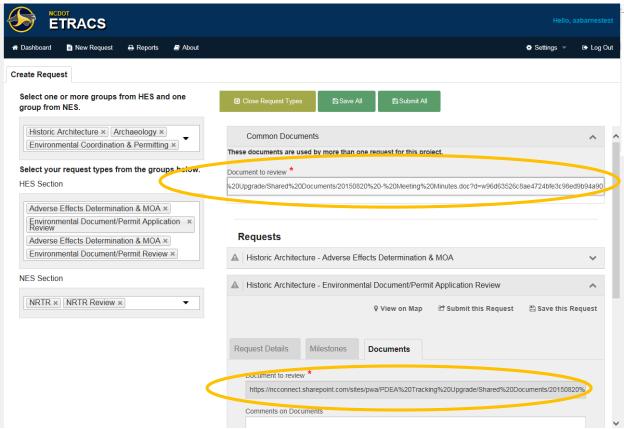
25. Start with the Common Documents, which are those that are used for more than one request for this project's chosen WBS. Use the down arrow ▼ to open the Common Documents.

26. Using the location that is in the project's Project Store directory, enter the path to each common document in the unshaded fields. When you are adding a document path:

   a. Make sure you have run the .exe to map to map your Y: drive to Project Store
   b. Browse to the file using **Windows Internet Explorer**.
   c. Shift-Right-Click on the file.
   d. Select Copy as Path.
   e. Paste the path into the text box, removing the quotation marks around the link.
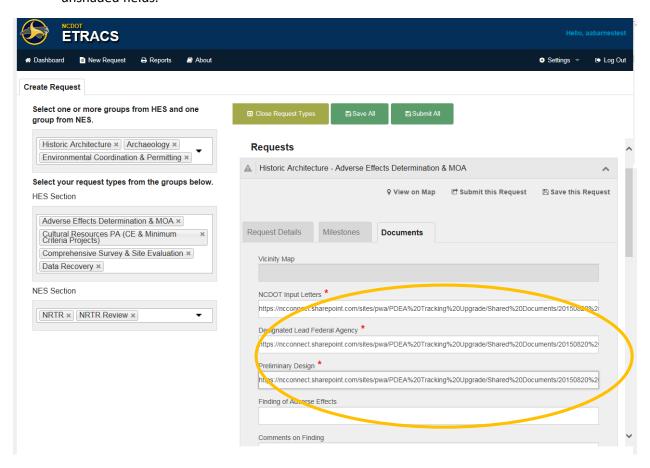
NOTE: You should always use **Windows Internet Explorer** to capture the document paths.
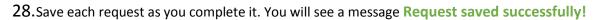

The path will also appear in the bottom shaded area on every request that uses the common document(s).
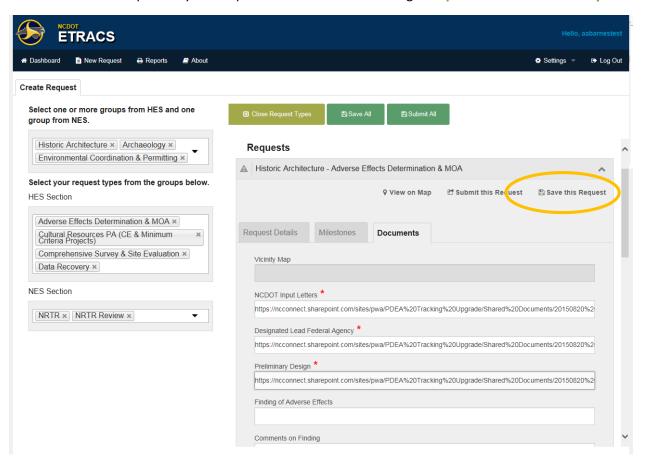
27. Using the same method described in the last step, enter the path to each document in the unshaded fields.

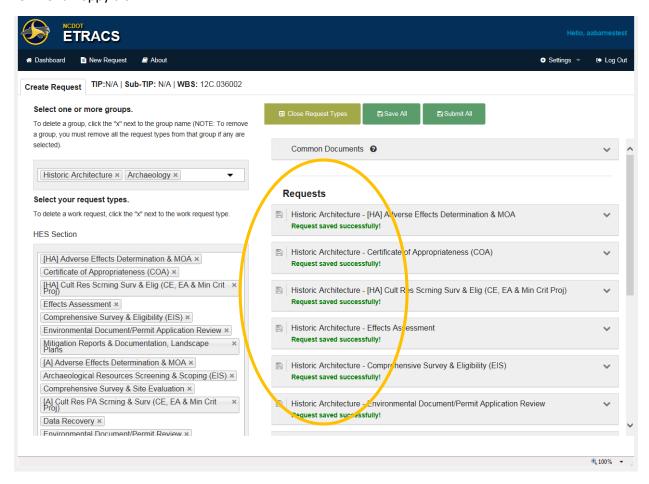28. Save each request as you complete it. You will see a message **Request saved successfully!**

29. Close the completed request with the up arrow⌃.
30. For each request, return to Section 3.3 Create Request – Step 3 Create Request Details and repeat the steps for each request.

When you have completed and saved all the requests for this project, your screen will show the **Request saved successfully!** message for each request. There is also now a "save" icon in the form of a floppy disk.
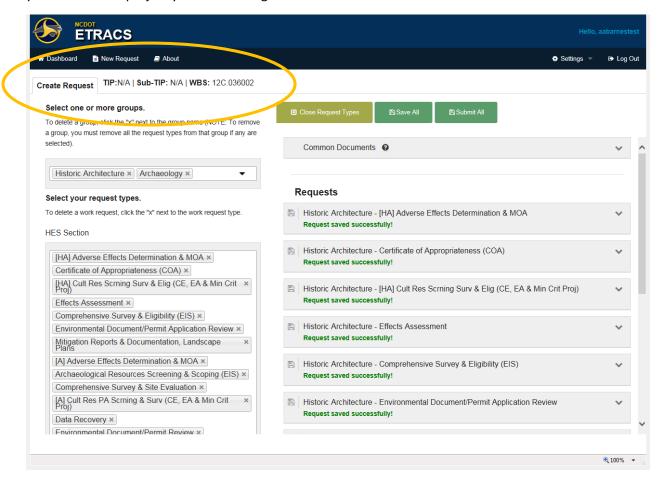

Screen Tip

These instructions suggest saving each request so that ETRACS can help you by verifying each request in turn. When you are more familiar with ETRACS and all the request types, you may choose

to complete all the request details without saving each request, but rather by saving them all when they are all complete. In this case, use the Save All button.

Screen Tip

As you work through creating and adding all the information to your requests, note that the TIP#, Sub-TIP# and WBS# are shown on the screen. This will prove helpful if you want to check to be sure you recall which project you are working with.

NOTE: you can also save your work at any time in the process of creating the request. However, you will not be able to submit them (next step) until all the information and required documents are included.

When your requests have been successfully saved, they are in the ETRACS system and will show on your dashboard as IN DRAFT.
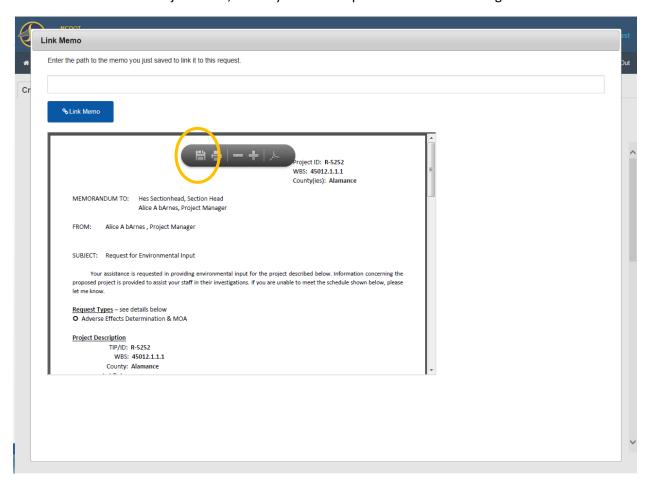
3.4   Create Request – Step 4 Submit the Request

31. Click on the Submit All button. NOTE: if you are creating a single request, just use the Submit button on the request screen.

The Request now moves to Requested status. You will be taken to the Link Memo screen.
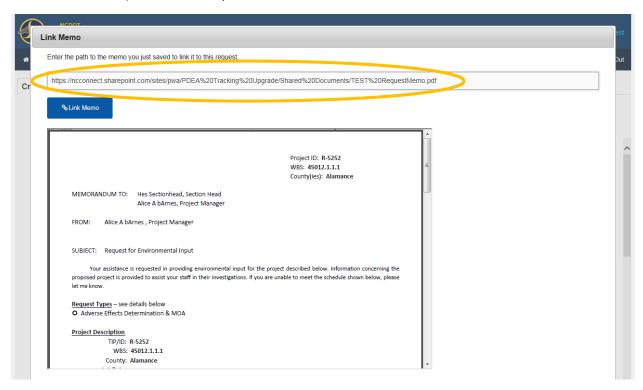
3.4.1 Generate Memo and Notifications

32. First save the memo using the Save icon. Save the memo to Project Store. **NOTE:** If you do not have access to Project Store, follow your normal procedure for submitting documents to PDEA.
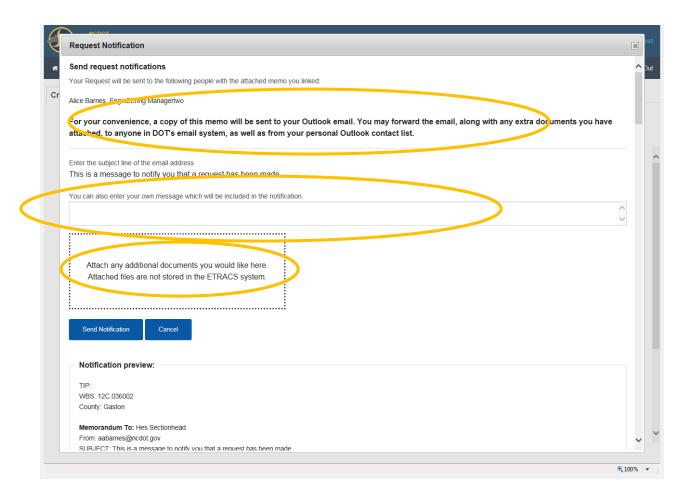
33. Navigate to the place where you saved the memo, retrieve the path (just as you did for the documents), and enter the path to link the memo to the notification.
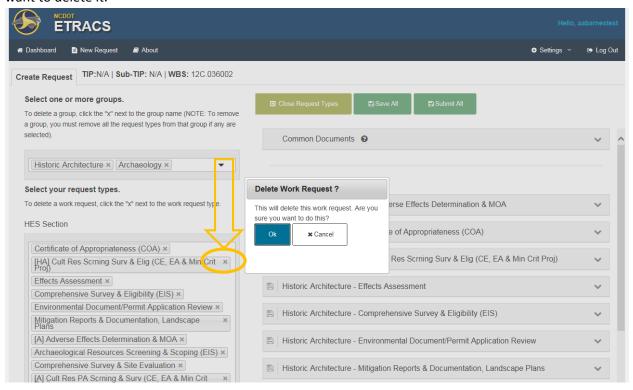

34. Preview the notifications:
   a. For your convenience, a copy of this memo will be sent to your Outlook email. You may forward the email, along with any extra documents you have attached, to anyone in DOT's email system, as well as from your personal Outlook contact list.
   b. (Optional) Include your own message along with the system-generated information.
   c. (Optional) Attach links to any additional documents. NOTE: be aware that files linked in this memo are not stored in ETRACS.
   d. Scroll down to see that ETRACS has included the information about the projects, as well as for all of the requests you just created.

35. If you see problems with any of the requests, press Cancel. You will be returned to the Create Request screen. You can edit the request details or delete work request(s) if you need to. To delete a request, use the X button located in the left panel. You will be prompted to be sure you want to delete it.

36. When you are satisfied with the information in the notification, click the Send Notification button.

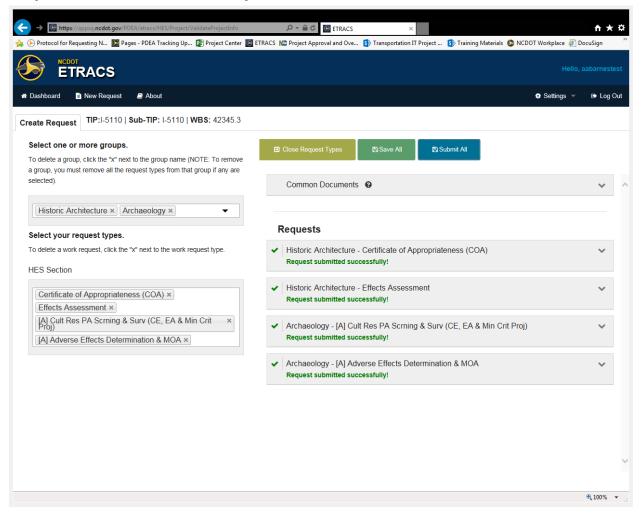You will receive a message that your request has been submitted successfully. ETRACS sends the request notification to the appropriate Outlook inboxes: the section Supervisor/Group Leader, the requestor, and any additional people whom you selected.

ETRACS now takes you back to the Create Request screen. All of your requests will carry the message **Request submitted successfully!** There is also an icon (checkmark) to indicate success.

37. Return to the Dashboard.

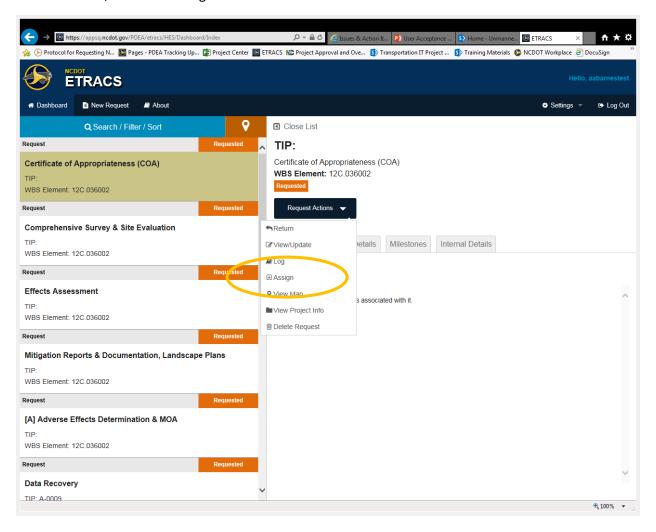On the Dashboard, they will all have the status "Requested."

4   Assign Request – For the Supervisor

Now that the request has been created and requested, the supervisor can assign each one appropriately to a specialist to do the work.
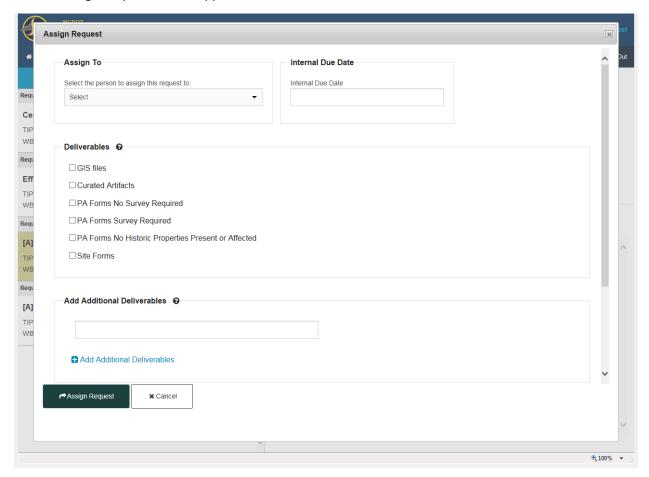
1. From the Dashboard, highlight the request on the left-hand panel, click on the Request Actions button, and select Assign.

A blank Assign Request screen appears.

2. Select the person you wish to assign the request to.

NOTE: you may also assign a request to yourself if you are in the appropriate user group.

3. Select the Internal Due Date either typing the date or using the calendar. You can use the Internal Due Date to give everyone a buffer of time for internal review before the request due date.

4. Review the deliverables that may already be defined. Add the path to any additional deliverables that are needed.

5. Use the large text box for internal notes that are going to the assignee.

6. When you are satisfied with the information, click the Assign Request button.

You will receive a message that you have **successfully assigned the request**. The request is now shown on the Dashboard as In Progress.

5   Review Request – For the Specialist

Once the request is assigned, as in Section 4 Assign Request, the specialist who has been assigned will see it in their dashboard with the status In Progress. If you are assigned a request:

1. Highlight the request on the left-hand panel. Review the request tabs: Overview, Request Details, Milestones, and Internal Details.

2. Take note of the dates and other information on the Request Details tab.

3. After reviewing the Request Details:

- If everything is in order, you will start working on the request. Continue with Section 5.1 Accept Request.
- If there is some problem with the request, you will need to return it to the requestor. Continue with Section 5.2 Return Request.

5.1   Accept Request – For the Specialist

UNDER CONSTRUCTION

5.2   Return Request – For the Specialist and the Supervisor

If the specialist who has received the assignment is not able to perform this request for some reason, or is not able to meet the date requested, the assignee would return the request to the supervisor.

1. Highlight the request on the left-hand panel, click on the Request Actions button, and select Return.

The Return Request window appears.

2. Fill out the appropriate information: the requestor to Return to, the Reason for Return, the radio button to indicate whether you want to propose a new date, and the date (if you are proposing a new date).

3. Click the Return Request button.

You will receive a message that you have **successfully returned the request**.

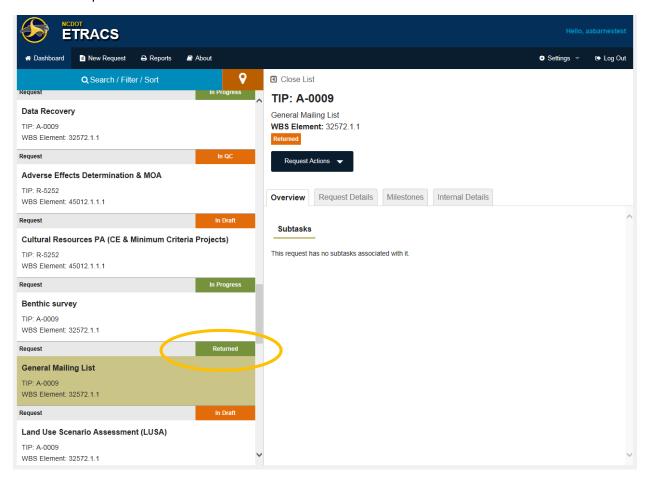The request returns to the supervisor's dashboard with the status Returned. See Section 5.3 Actions for Returned Requests.

5.3   Actions for Returned Requests – For the Supervisor

When a request has been returned, the supervisor may take a number of different actions, depending upon the reason for the return.   See the following sections:

5.3.1 REASSIGN THE REQUEST

5.3.2 NEGOTIATE / CHANGE THE DUE DATE

5.3.3 DELETE A REQUEST

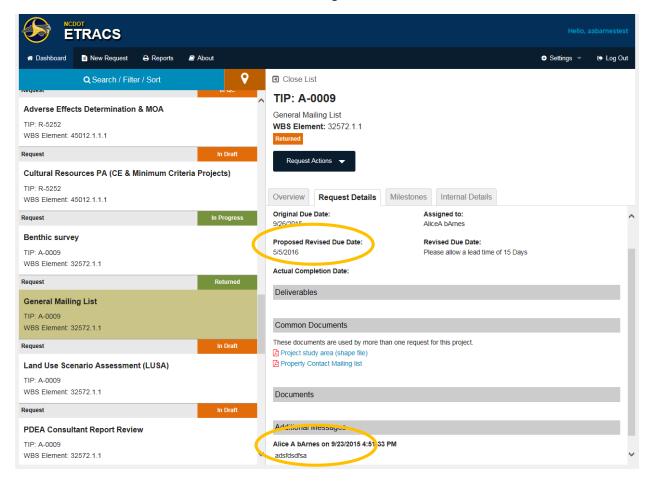### 5.3.1 Reassign the Request

To reassign the request to someone else, use the same process in Section 4 Assign Request.

5.3.2 Negotiate / Change the Due Date or other Information – For the Supervisor and Specialist

1. With the request highlighted on the left-hand screen, review the proposed new date, any additional information added, and the message that was included in the return.

2. Use the View/Update functionality to review and change the information.

5.3.3 Delete a Request – For the Supervisor and Requestor

3. To delete a request, use the Delete Request under Request Actions.

The system will prompt you:

4. You can confirm or cancel.

5.3.4 Update / Complete Request – For Specialists

Steps for completing the request.

5. Select the View/Update function from the Request Actions to access the Internal Details screen. There you may enter and view the request results, completed deliverables, etc.

This Internal Details screen has been developed just for your groups to contain the things that you need. Wherever there is an Internal Details tab, it will contain the information that needs to be tracked uniquely for that request type.
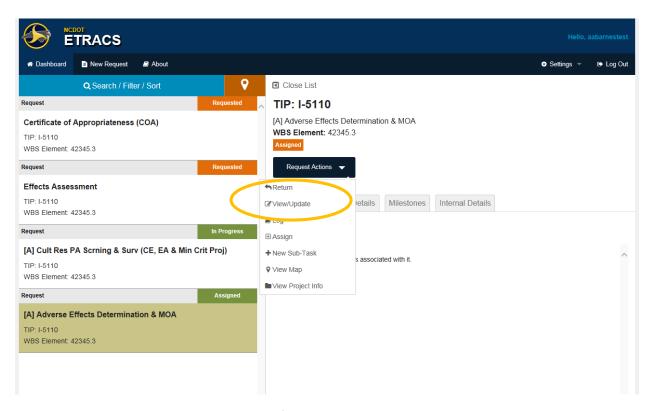
6. On the View/Update screen you may view or enter all of the information for the request (depending upon your role). These screens may be quite large, so use the scroll bars and the expansion arrows to navigate.

7. When the work on the request has been completed, Use the Status field on the Request Details to mark it completed.

5.4   Return an Incomplete or Unacceptable Request – For Requestor or Supervisor

In addition to the purposes outlined in Section 5.2 "Return Request," there may be instances where a specialist (an internal employee or external consultant) incorrectly marks a Request as Completed. For example, when it comes back to the reviewer / requestor, the work may be deemed incomplete, the deliverable unacceptable, or any other reason that it should not be marked complete.   In that case, the requestor or the supervisor should use the Return Request function – along with filling in the Reason for Return box – to return it to the specialist.

5.5   Update Project

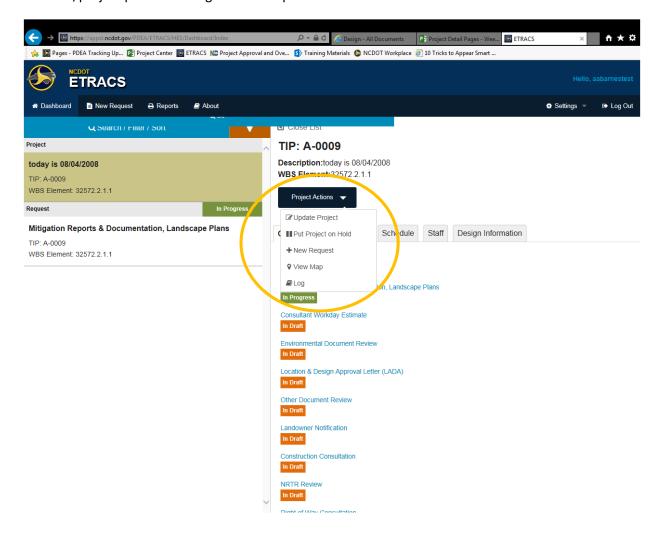NOTE: UNDER CONSTRUCTION

5.6   Put Project on Hold

NOTE: UNDER CONSTRUCTION for a future release

6   Project Functions

NOTE: project functions are under development. Several groups – before they are implemented for making requests – will need the functionality to be defined in the ECAP FDD (Increment 12). See schedule/project plan for timing of these implementations.

7   Reference
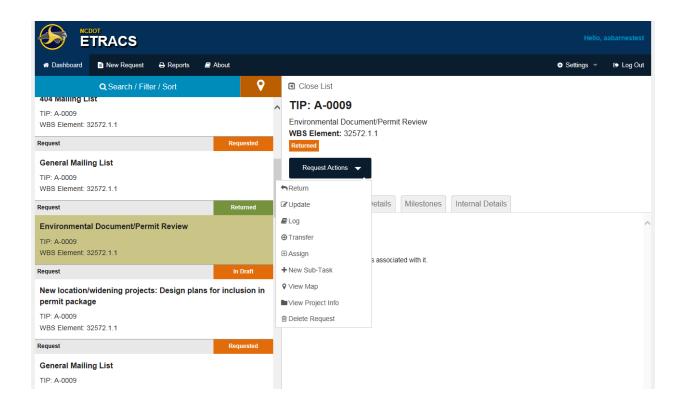
7.1.1 Request Status Values

Request Status Name	Active/ Inactive	Status Description
Requested	Active	Requestor submits new request for NES and HES Can be deleted by Requestor. Can be updated by Requestor.

Request Status Name	Active/ Inactive	Status Description
In Draft	Inactive	Requestor saves the request that is not yet submitted Can be deleted by Requestor. Can be updated by Requestor.
In QC	Inactive	PPE Consultant submits the request to PPE for review and approval. Can be deleted by Requestor. Can be updated by Requestor.
Returned	Active	PPE returns the request submitted by PPE Consultant for review. Assigned To can Return to Requestor. Requestor Returns in Updated status to Assigned To Can be deleted by Requestor. Can be updated by Requestor.
Assigned	Active	NES/HES Supervisor assigns the request to the NES/HES Specialist (or themselves). Cannot be deleted. Can be updated by Submitted To user.
In Progress	Active	NES/HES Specialist begins work on the request Cannot be deleted. Can be updated by Submitted To and Assigned To users.
Pending Review	Active	Requested document for the request is pending a review. Cannot be deleted. Can be updated by Submitted To and Assigned To users.
Waiting HPO	Active	Cannot be deleted. Can be updated by Submitted To and Assigned To users.
On field	Active	NES/HES specialist indicates the field visit and provides the field visit dates Cannot be deleted. Can be updated by Submitted To and Assigned To users.
Completed	Inactive	NES/HES specialist completes the work or task for the request Cannot be deleted. Can be updated by Submitted To and Assigned To users.
Canceled	Inactive	Cannot be deleted. Can be updated by Submitted To and Assigned To users.

7.1.2 Request Functions